

## Contact

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## Top Skills

Cloud Computing

Solution Selling

Customer Experience

# Afzaal Hadir

Co Founder & CEO at Octarine Cloud(Pvt.) Ltd. & GO PK Resources(Pvt.)Ltd.

Lahore, Pakistan

## Summary

- ◆ Solutionist - Every problem has a solution.
- ◆ CX - Empath - Bad CX is my pet peeve. "Customers remember the service a lot longer than they remember the price" ~ Laura Freedman
- ◆ StoryTeller - If something helps digest information easily i.e. StoryTelling

Experienced with a demonstrated history of working in the information technology and services industry. Skilled in Customer experience/Success, Operations/Project Management, Analytical Skills, Curriculum Development, and Data Center, Microsoft and Citrix Licensing. Product Development.

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## Experience

Octarine Cloud(Private) Limited

Co-Founder & CEO

April 2018 - Present

Lahore, Pakistan

Octarine Cloud(Private) Limited Founded December 2017 is a Managed Service and Cloud solution provider based out of Pakistan - facilitating small and medium-sized businesses globally through its Private Cloud, MSP and O365, PSO(professional service Office) services to move their core business forward efficiently.

We design custom service bundles to best fit our client's need and budget and make sure that infrastructure and work-space is being proactively managed to keep our client up and running. Our services include:

- ◆ Remote Monitoring and Management:
  - Patch Management
  - Windows Updates
  - Monitoring and Alerting.

- Asset (computers, servers and licenses etc.) reporting etc.
- ◆ Microsoft Solutions
  - Microsoft 365
  - Office 365
- ◆ Security and Recovery:
  - Managed Security
  - Cloud Backups and Replication
- ◆ Cloud Infrastructure:
  - Private Cloud
    - Virtual Servers
    - Virtual Desktops
  - Public Cloud
    - Azure
    - AWS
- ◆ Services:
  - Content and Web Filtering
  - Professional Services
  - IT Consultation

GO PK Resources  
 Co-Founder & CEO  
 May 2018 - Present  
 Pakistan

Go PK Resources (Private) Limited - "Resources as a Service" is a one stop shop for Start-ups and SMBs

Our services Include:

- Business Development:
  - # Lead Generation
  - # Inbound Sales
  - # Sales Assistant
- Customer Interaction:
  - # Customer Experience
  - # Customer Success
  - # Customer Support
- Digital Marketing:
  - # Social Media Marketing
  - # Content Management
  - # Digital Optimization (SEO & ASO)
- Back Office:

- # Medical Billing
- # Project Management Office
- # Virtual Assistant
- # Quotes Specialist
- # Data Entry
- o Development & Design
- # Development
  - Web
  - Software
  - Application
- # Graphic Designing

Feel free to send out a quick email at [info@gopkresources.com](mailto:info@gopkresources.com) to learn more.

Thanks

#### dinCloud

##### Manager, Customer Success

November 2016 - March 2018 (1 year 5 months)

As a part of Customer Success and PMO department - I used to wear a lot of hats but primary responsibility was to make sure that our customer makes most of our services and gets the solution implemented within their timeline. Also, we as a team make sure our relationship with customer is highly effective. Other responsibilities include:

- ◆ Customer Onboarding
- ◆ Vendor and partner(distributor, affiliate, MSP etc.) relationship management.
- ◆ New Product Development
- ◆ Licensing(how it works) - Microsoft (SPLA & CSP), Dell(vWorkspace), Citrix
- ◆ Develop calculator for total cost of ownership(TCO) and ROI(return on investment)
- ◆ Analyze the costing of a solution(to be offered) based on its component and then, propose different pricing models.
- ◆ Create excel(models) for quote template, projects, action log etc.
- ◆ Make sure quotes are created and delivered accordingly.
- ◆ SKU management
- ◆ Make sure Schedule of charges are created and maintained effectively.

#### dinCloud

##### Project Manager

June 2015 - October 2016 (1 year 5 months)

Implementations and project management

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Project Coordinator

December 2013 - May 2015 (1 year 6 months)

As a part of Project Management team, primarily assisting in the implementation process and work closely with Networking, Billing and Accounting, Licensing teams.

knowledge gazebo academy

teacher

March 2012 - October 2012 (8 months)

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## Education

University of Arid Agriculture, Rawalpindi

Master of Business Administration (M.B.A.), Accounting and

Finance · (2010 - 2014)

university of gujrat

Bachelor of Commerce (B.Com.), Accounting and Finance · (2008 - 2010)

Saint Francis College Sara-I-Alam Gir

Fsc-pre Engg, Engineering · (2006 - 2008)

Govt high school Sara-I-alam Gir

B.I.S; Matriculation; B.I.S, Sciences · (2005 - 2006)